PERFORMANCE MEASUREMENT SYSTEM AND METHOD

5   ABSTRACT OF THE DISCLOSURE

An Internet based performance measurement system
includes a server operable to receive performance
perception data from a client corresponding to a
performance query. The system also includes a database
10 comprising a metric corresponding to the performance query.
The metric comprises actual performance data corresponding
to the performance query. The system also includes a
performance engine operable to access the performance
perception data and the metric. The performance engine is
15 operable to compare the performance perception data to the
metric to determine variations between a client perception
of performance and actual performance.